



Emergency Food Directory

Guide to food, meals, parcels and vouchers

29 April 2020



This directory is to help people who are having difficulty accessing food and grocery supplies due to the current COVID-19 pandemic and restrictions.

As well as information about local shops and supermarkets, the directory also includes information about emergency food relief.

For people who can't shop in person because of existing conditions or isolation measures, many shops and supermarkets are offering additional services and deliveries.

Council is continuing to operate many of our services for eligible members of our community, such as the elderly or people with disability.

There are also several community organisations which are providing free meals, food parcels and vouchers.

If you notice friends, family or neighbours in your community who require extra assistance, we encourage you to stay connected and support them safely.

Options to purchase food

If you can't leave home due to self-isolation or require additional support to access services, where possible, it's best to ask family or friends who are not self-isolating to pick-up and deliver food or other items for you. Where this isn't possible, a number of services are available.

Service	Service provided	Available when	Eligibility and conditions
<p>Online supermarket delivery: Woolworths and Coles</p>	<p>Woolworths and Coles have resumed online delivery, offering priority for some customers.</p> <p>Priority Delivery:</p> <p>In partnership with Australia Post, Coles and Woolworths are offering a \$80 essentials grocery box that contains grocery items for healthy meals and snacks, plus some everyday essentials to support two people aged 65+ for 7 days.</p> <p>For details, see Woolworths Basics Box and Coles Community Box</p> <p>If you require assistance completing online shopping orders, please contact Council via ASSIST 03 9209 6777.</p>	<p>1-2 days for standard delivery</p>	<p>None for standard delivery</p> <p>Priority delivery eligibility and conditions:</p> <p>Coles</p> <ul style="list-style-type: none"> Existing Coles Online customers aged 70+ People aged 65+ with a My Aged Care number or NDIS number Customers of the National Disability Insurance Agency who have been sent a unique code they can use to access a number of services including COPS Indigenous Australians aged 50+ with a My Aged Care number or NDIS number Aged care, disability care and other businesses that support vulnerable members of the community <p>Woolworths</p> <p>Please apply online for priority assistance.</p>

Service	Service provided	Available when	Eligibility and conditions
<p>Online supermarket delivery: IGA</p>	<p>Choice of four different package options. Register online or call 1800 018 384.</p>	<p>Two working days for registration</p>	<ul style="list-style-type: none"> • Confirmed COVID-19 cases • Mandatory isolation due to exposure to COVID-19 • People aged 70+ • Indigenous Australians aged 50+ • Chronic illnesses aged 60+ • Respiratory issues • Immunosuppressed • Those eligible for the NDIS • In mandatory isolation returning from overseas • Healthcare workers working in hospitals
<p>Delivered goods and services</p>	<p>Across Port Phillip a number of local businesses have adapted their service so they can continue to provide you with goods and services in line with COVID-19 Stage Three requirements. This includes online orders and delivery services. Many of these local traders can be found at Love My Place.</p>	<p>Please see individual businesses</p>	<p>None</p>

Vulnerable people in mandatory self-isolation

Vulnerable people who can't leave the house to get food, and don't have a network of family or friends for support, can access the Victorian State Government's [Emergency Relief Packages](#).

The packages contain essential food and personal care items for up to two weeks.

They are available:

- Monday to Friday 24 hours
- Saturday to Sunday 10 am to 3 pm

To request a package, call [1800 675 398](tel:1800675398).

Free food charities

A number of charities and organisations are continuing to provide free meals, food parcels and vouchers across Port Phillip.

They have changed the way they deliver services to minimise risk during this period and now only provide a delivered, take-away or parcel pick-up option.

Service	Service provider	Available when	Eligibility and conditions
Delivered meals	Hare Krishna Temple Free vegetarian meal delivered to homes. SMS 0438 716 335 .	Place orders by 6 am on the day of delivery. Delivered daily from 1 to 2 pm	Valid student or concession card, or reason why you need free meals delivered.
Food and toiletries	Christ Church Mission Community Centre 14 Acland Street, St Kilda Call 03 9534 9250	Monday, Wednesday and Thursday 10.30 am to 1.30 pm	People in crisis requiring emergency supplies (food, toiletries and pre-cooked meals).
Food parcels	Father Bob Maguire Foundation Basic groceries and toiletries. 204 Gladstone Street, South Melbourne Call 03 9699 7474	Monday, Tuesday and Thursday 10 am to 2 pm. Friday 11 am to 2 pm.	Health Care or Pension Card.
Food parcels or vouchers	Port Phillip Community Group For an assessment: Email info-support@ppcq.org.au Call 03 8598 6600	Monday to Friday 9.30 am to 4.30 pm	City of Port Phillip residents with proof of low income Subject to assessment
Meals (takeaway)	Anglican Parish of the Parks, St Silas 99 Bridport Street, Albert Park Call 03 9690 2393	Sunday 5 to 6 pm	Health concession card.

Service	Service provider	Available when	Eligibility and conditions
Meals (takeaway)	Attica Soup Project 74 Glen Eira Road, Ripponlea Sign-up to Attica's mailing list	Thursday morning	Unemployed overseas hospitality workers. Limited or no access to benefits. Must sign-up and book a time.
Meals (takeaway)	Christ Church Mission Community Centre 14 Acland Street, St Kilda Call 03 9534 9250	Wednesday 4.30 to 6.30pm	People in crisis. Does not require people to be local residents, or hold any form of pension or concession card.
Meals (takeaway)	Emerald Hill Mission Van at Cleve Gardens, Fitzroy Street, St Kilda	Wednesday and Friday 7 pm	None.
Meals (takeaway)	Hartley's Community Meals 211 Chapel Street, Prahran.	Monday to Friday 11 am to 1.45 pm	None.
Meals (takeaway)	PlanetShakers 412 City Road, South Melbourne Call 03 9896 7999	Sunday 10.30 am to 3 pm	Proof of ID.
Meals (takeaway)	Sacred Heart Mission Vegetarian option available. Soup is vegan only. 87 Grey Street, St Kilda	Everyday 10 am to 1 pm	None.
Meals (takeaway)	St Luke's 210 Dorcas Street, South Melbourne (from the church office) Call 03 9686 8521	Monday to Friday 9 am to 5 pm	None.
Meals (takeaway)	Uniting Prahran Also provides food and clothing vouchers, Myki	Monday to Thursday, 9.30 am to 12.30 pm	Appointments preferred.

Service	Service provider	Available when	Eligibility and conditions
	<p>passes and Telstra phone cards.</p> <p>211 Chapel Street, Prahran</p> <p>Call 03 9692 9500</p>		
Meals (takeaway)	<p>Uniting South Melbourne</p> <p>Also provides food and clothing vouchers, Myki passes and Telstra phone cards.</p> <p>329 Dorcas Street, South Melbourne</p> <p>Call 03 9690 1188</p>	<p>Wednesday and Thursday 10 am to 4 pm</p> <p>Appointments preferred</p>	One parcel every four weeks available.
Meals (takeaway)	<p>Uniting 'The Hub'</p> <p>101 Carlisle Street, St Kilda East</p>	<p>Monday to Friday 12 midday to 1 pm</p>	Supporting existing registered participants only, not taking new clients.
Vouchers	<p>Salvation Army Crisis Centre</p> <p>29 Grey Street, St Kilda</p> <p>Call 1800 627 727</p>	<p>Monday to Friday 9 am to 5 pm</p>	<p>Only one every six months.</p> <p>Subject to assessment.</p> <p>Health Care or Pension Card showing residency.</p>

Council support for elderly and those with disability

Council is continuing to deliver services to Port Phillip's older people, and people with disability and their carers. This includes delivered meals (Meals on Wheels) and unescorted shopping assistance.

During this period if you notice friends, family or neighbours in your community who may require, and be eligible for these services, we encourage you direct them to the following services.

Service	Service provider	Available when	Eligibility and conditions
Delivered meals	<p>Meals on Wheels</p> <p>Delivered meals service (provided by <i>Choice Fresh Meals</i>) provides a service for eligible residents who are having difficulty preparing meals for themselves.</p> <p>Meals on Wheels are a subsidised service.</p> <p>For an assessment,</p> <p>Email helpdeskaaintake@portphillip.vic.gov.au</p> <p>Call 03 9209 6749</p>	Monday to Friday	<p>Access to the service is based on an assessment.</p> <p>In some circumstances, urgent or immediate services may be put in place without assessment, but the person must be registered with My Aged Care.</p> <p>Where services extend beyond six weeks, clients will require a formal care plan review or assessment.</p>
Aged care and disability services	<p>Includes services such as unescorted shopping assistance.</p> <p>Please contact our staff to discuss eligibility for these services as defined under State Government Home and Community Care or Commonwealth Government legislation.</p> <p>To request an assessment,</p>	N/A	Service is based on an assessment:

Service	Service provider	Available when	Eligibility and conditions
	For people aged 65+ , please contact My Aged Care Clients Helpline 1800 200 422 People aged under 65 , please contact ASSIST 03 9209 6777		

Food support for charities

If you are a charity operating in Port Phillip, Port Phillip Community Group is working collaboratively with Council to set-up a central depot for the storage of large amounts of food and hygiene products that will be distributed to community organisations.

Share the Food project is responding to an escalation in requests for food and essential items. This is a collaboration between Council, coordinated by the Port Phillip Community Group, and supported by a range of project partners including Second Bite, Coles, RACV and Father Bob Foundation.

To assist or request pick-ups phone [03 8598 6600](tel:0385986600) or email info-support@ppcg.org.au

If you have other questions, want to link-up with service providers or would like to offer services, please phone [03 9209 615](tel:039209615).